

COUNTY OF LOS ANGELES

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Director

ROBIN KAY, Ph.D.
Chief Deputy Director

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Medical Director



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DEPARTMENT OF MENTAL HEALTH

<http://dmh.lacounty.gov>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

Reply To: DMH Pharmacy Services
Fax: (213) 637-2550

February 18, 2009

URGENT

TO: DMH Physicians
Directly Operated Clinics
DMH Contracted Clinics
DMH Contracted Pharmacies

FROM: Wayland Chan, Pharm.D. *W Chan*
Director of Pharmacy Services

SUBJECT: **PATS SYSTEM DOWNTIME NOTICE AND CONTINGENCY PLAN**

Please be informed that the Prescription Authorization and Tracking System (PATS) system will be down for IS upgrade from noontime, Thursday, February 19, 2009, and is expected to return to operability at 7 am, Monday, February 23, 2009. PATS computer prescription order entry and retrieval will not be possible during this time.

PLEASE REFER TO THE INSTRUCTIONS ON PAGE 2 AND 3 OF THIS NOTICE FOR DOWNTIME PROCEDURES FOR CONTINUING OPERATIONS.

We apologize for the inconvenience. However, should additional delays occur, these downtime procedures will remain in effect until the PATS is again functional. If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725. Thank you.

WC:GK

Attachments

c: Roderick Shaner, M.D.

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INSTRUCTIONS FOR CLINICS

1. Clinic prescriptions shall be written on PATS prescription pads or regular prescription pads with the following minor changes in procedure:
 - a. **The prescriber's first and last name and clinic phone number should be written on each Rx, if not already included. Enter the client's DMH ID number and the PATS Card number on the prescription.** This is especially important for new patients.
 - b. **You must follow formulary guidelines/restrictions and limit quantities to a 30-day supply to avoid problems re-entering these prescriptions when the system is restarted.**
 - c. Prescribers may either use the PATS Rx pads, or regular prescription pads.
 - d. **If the PATS Rx pad is used:**
 - i. The prescriber's first name, last name, and clinic phone number must be HANDWRITTEN (press hard) to be visible on the yellow carbon copy. Stamps will not transfer and therefore cannot be used unless it is also stamped onto the yellow copy.
 - ii. The Yellow copy is to be kept on file for purposes of entry into PATS after the system is operational. Note that the Yellow copy omits the signature field, which is why the prescriber's name must be printed separately on the PATS Rx pad.
 - iii. **These copies should be filed ALPHABETICALLY at the clinic** by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
 - iv. The original SIGNED (white copy) MUST be given to the patient to bring to the pharmacy.
 - e. **If a REGULAR Rx pad is used (i.e., managed care pad)**
 - i. The prescriber's first name, last name, and clinic phone number must be handwritten or stamped onto the prescription.
 - ii. The drug code must also be handwritten onto the prescription.
 - iii. A photocopy **must** be made and kept on file for purposes of entry into PATS after the system is operational
 - iv. **These copies should be filed ALPHABETICALLY at the clinic** by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry
 - v. The original SIGNED prescription MUST be given to the patient to bring to the pharmacy.
2. Copies of original prescriptions and yellow copies can be filed together at the clinic. Once again, alphabetical hanging or manila files should be used to organize these records by last name, as we anticipate that pharmacies will call regarding lost prescriptions or missing information.
3. Upon receiving notice that the system is once again operational, all new prescriptions are to be manually re-entered back into the PATS ASAP.
 - a. Please use the original date of Rx when manually entered, not the date of computer entry.
4. Note to Prescribers: Please print legibly and clearly, especially if writing multiple Rx's as clerical staff will need to accurately re-enter this information into the system once our system is functional.
5. If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725

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"To Enrich Lives Through Effective And Caring Service"

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INSTRUCTIONS FOR PHARMACIES

1. Verifone system will only be functional for new prescriptions that were entered into the IS prior to the system going down and for refills.
2. The Verifone will not be functional for new prescriptions written during the week of downtime.
3. **Patients will bring an original hard-copy Rx for new prescriptions.**

If a patient walks into your pharmacy during the downtime without an original prescription, you must either instruct the patient to return to the clinic and pick up the original prescription or contact the clinic to fax you a copy. Clinics have been instructed to maintain a copy of the original prescription. **Please contact the prescriber if you notice a non-formulary item or prescriptions that do not follow guidelines (30 day supply, etc.). These cannot be entered into the system upon system restart and may cause issues with reimbursement.**

PHARMACIES: IN ORDER TO PROPERLY PROCESS CLAIMS

1. NEW PRESCRIPTIONS:

- a. ALL new prescriptions should be filed separately, with patient's Card numbers/MIS numbers documented.
- b. When the system returns to operation, clinics will begin manually entering PATS Rx's.
- c. At that time you may begin entering Card numbers into the Verifone system to retrieve prescriptions and mark them as filled.
 - i. Please **back date** to actual date of fill.
 - ii. Please coordinate with the clinic in order to update all dispensed medications.

2. REFILLS:

- a. Refills may be dispensed according to your own pharmacy records if available.
- b. Refills may immediately be updated via the Verifone.
- c. In the event you are unable to access the Verifone, please follow steps d – g below:
- d. When refills are dispensed to DMH patients, please document the following:
 - i. Patient's first, last name, MIS# or card#
 - ii. Date of refill
 - iii. Drug name
- e. For those pharmacies that do not have refill information on file, and do not have a hard copy of original yellow prescriptions, you may contact any of the staff at DMH Headquarters (213) 738-4725 for refill information as needed.
- f. **Update all refills using the actual date of the refill when the system is operational.**
- g. **Please note that if refill records are not updated in a timely fashion, incorrect refill amounts or denial of refills will occur at the time of next visit.**
- h. Please note that Patient Assistance Program (PAP) shipments and manual claims payments will be delayed due to the system shutdown.

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